Leading Change and Fostering HR Resilience Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HR6526_260795

Course Introduction / Overview:

In today's volatile and unpredictable business landscape, the ability to manage organizational change effectively is no longer a competitive advantage but a fundamental requirement for survival and growth. This course provides a comprehensive framework for navigating the complexities of transformation while simultaneously building a resilient and adaptive workforce. We delve into the core principles of change management, drawing on seminal works like John P. Kotter's "Leading Change" to provide a structured approach to initiating, managing, and sustaining organizational shifts. The curriculum moves beyond theoretical models to address the critical human element, focusing on how Human Resources can champion a culture of resilience, psychological safety, and employee well-being during times of uncertainty. Participants will explore practical strategies for effective communication, stakeholder engagement, and overcoming resistance. At BIG BEN Training Center, we have designed this program to equip leaders and HR professionals with the dual competencies of strategic change leadership and fostering human-centric resilience, ensuring that organizational transitions are not only successful but also strengthen the workforce for future challenges. This training is an essential investment for any organization aiming to build workforce agility and a sustainable competitive edge.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- Change Management Practitioners and Consultants.
- Team Leaders and Department Heads.
- Senior Executives and C-Suite Leaders.
- Project Managers responsible for transformation projects.
- Organizational Development Specialists.
- Talent Management Professionals.
- Anyone involved in leading or supporting organizational change initiatives.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Healthcare and Pharmaceutical sectors.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Governmental agencies and public sector organizations.
- Consulting and Professional Services.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources Department.
- Project Management Office (PMO).
- Operations and Production Departments.
- Executive Leadership and Strategy Teams.
- Information Technology (IT) Department.
- Training and Development Department.
- Internal Communications Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the drivers of organizational change and assess organizational readiness.
- Apply established change management models such as Kotter's 8-Step Process and ADKAR.
- Develop a robust change management strategy and communication plan.
- Identify and manage resistance to change through proactive engagement techniques.
- Design and implement initiatives to enhance employee resilience and well-being.
- Lead teams effectively through periods of transition and uncertainty.
- Measure the impact and success of change initiatives using key performance indicators.
- Foster a culture of continuous improvement and workforce agility.
- Align talent management strategies with the goals of organizational transformation.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's work environment. We believe that learning is most effective when it combines theoretical knowledge with practical application. The course will utilize a blend of expert-led presentations, real-world case study analyses, and interactive group discussions to explore complex scenarios in change management and HR resilience. Participants will engage in hands-on workshops and role-playing exercises to practice communication, stakeholder management, and conflict resolution skills in a safe and supportive setting. A significant portion of the program is dedicated to collaborative problem-solving, where attendees can share their unique organizational challenges and co-create solutions with peers and the instructor. Continuous feedback is a cornerstone of our approach, ensuring that participants can refine their strategies throughout the five-day course. This immersive and practical methodology ensures that attendees leave not just with knowledge, but with the confidence and skills to lead change effectively within their own organizations.

Course Agenda (Course Units):

Unit One: Foundations of Change Management and Resilience

- The Psychology and Dynamics of Organizational Change.
- Key Drivers of Change in the Modern Business Environment.
- Introduction to Classic Change Management Models (Lewin, Kotter).
- The ADKAR Model for Individual Change.
- Defining HR Resilience and Its Strategic Importance.
- Assessing Organizational Change Readiness and Culture.
- The Role of HR as a Strategic Change Partner.

Unit Two: Planning and Communicating Change Effectively

- Developing a Comprehensive Change Management Strategy.
- Identifying and Analyzing Key Stakeholders.
- Crafting a Compelling Vision for Change.
- Building a Strategic Change Communication Plan.
- Techniques for Two-Way Communication and Feedback Loops.
- Managing Rumors and Misinformation During Transition.
- Leveraging Technology for Effective Change Communication.

Unit Three: Managing the Human Side of Transformation

- Understanding and Managing Resistance to Change.
- Emotional Intelligence for Change Leaders.
- Building Trust and Psychological Safety During Uncertainty.
- Strategies for Maintaining Employee Engagement and Morale.
- Coaching and Supporting Employees Through the Change Curve.
- Managing Team Dynamics in a Changing Environment.
- Conflict Resolution Techniques for Change-Related Disputes.

Unit Four: Building a Resilient Workforce and Culture

- Designing and Implementing Employee Well-being Programs.
- Fostering a Growth Mindset and a Culture of Continuous Learning.
- Talent Management Strategies for a Resilient Workforce.
- Developing Leadership Competencies for Leading Through Adversity.
- The Role of Recognition and Reward in Sustaining Momentum.
- Building Cross-Functional Collaboration and Agility.
- Embedding Resilience into the Organizational DNA.

Unit Five: Leading, Sustaining, and Measuring Change

- The Competencies of an Effective Change Leader.
- Empowering Change Champions and Agents within the Organization.
- Developing Metrics and KPIs to Measure Change Success.
- Conducting After-Action Reviews and Capturing Lessons Learned.
- Anchoring New Changes in the Corporate Culture.
- Strategies for Sustaining Change and Preventing Reversion.
- Creating a Personal Action Plan for Leading Change and Fostering Resilience.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization balance the need for rapid, agile change with the human need for stability and psychological safety?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by uniquely integrating the structured, process-oriented discipline of organizational change management with the deeply human-centric focus of HR resilience. While many programs treat these as separate subjects, our curriculum is built on the premise that successful transformation is impossible without a resilient workforce. We move beyond simply teaching theoretical models like Kotter's or ADKAR; we challenge participants to apply them to complex, real-world scenarios where employee well-being, psychological safety, and morale are paramount. The course emphasizes the strategic role of HR not just as a facilitator of change, but as an architect of a resilient organizational culture. Another key differentiator is our focus on actionable leadership skills. Participants will not only learn what to do but how to do it, practicing crucial conversations, coaching through resistance, and building trust in high-stakes simulations. The content is designed to provide practical, immediately applicable strategies for fostering an environment where change is not just managed, but embraced as an opportunity for growth, ensuring that both the organization and its people emerge stronger from any transition.